

POSITION DESCRIPTION

OSER-DMRS-11 (Rev. 03-06) State of Wisconsin Office of State Employment Relations		1. Position No.  317907	2. Cert / Reclass Request No.	3. Agency No.  437
4. NAME OF EMPLOYEE		5. DEPARTMENT, UNIT, WORK ADDRESS WI Department of Children and Families Division of Management Services/Bureau of Information Technology / Business Intelligence Section 201 E Washington Ave Madison WI 53703		
6. CLASSIFICATION TITLE OF POSITION IS SYSTEMS DEVELOPMENT CONS/ADM		8. NAME AND CLASS OF FORMER INCUMBENT		
7. CLASS TITLE OPTION (to be filled out by Personnel Office)				
9. AGENCY WORKING TITLE OF POSITION BI Business Analyst Advanced		10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES		
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Kristina Trastek IS Supervisor 2		12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?		
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DMRS-84).				
14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:				

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	SEE ATTACHED	

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.

b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.  
(Please initial and date attachments.)

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.  
(Please initial and date attachments.)

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

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18. Signature of Personnel Manager \_\_\_\_\_ Date \_\_\_\_\_

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE    ☐ OFFICE OF STATE EMPLOYMENT RELATIONS    ☐ EMPLOYEE    ☐ DEPARTMENT    ☐ CERT REQUEST COPY

## **POSITION SUMMARY**

### **IS Systems Development – Consult/Admin**

This position reports to the Business Intelligence (BI) Section Supervisor, within the Bureau of Information Technology Services. The primary responsibility of this position is to elicit information needs from the various DCF program areas to develop more accurate and accessible executive and operational reporting. This includes, but is not limited to, facilitating requirements sessions, documenting information needs and business processes, and assisting in identification of Key Performance Indicators and other metrics needed by the program areas for data-driven decision making.

The incumbent is expected to serve as the principal authority in business analysis methodology and establishes standards, procedures and best practices for DCF BI. This position is responsible for providing direction and training to the business analysts in the section in the use of tools, techniques, metrics, and standards.

The incumbent is expected to perform the most advance level of work with little supervision, assist others in their area of expertise, and work with others to prepare accurate estimates of work. The incumbent is expected to provide expertise in multiple projects of moderate to difficult scope and complexity. Project lead activities may be required depending on project scope and individual assignment.

This position is responsible to collaborate at an enterprise level with business partners and technical staff to increase awareness of the business information available through DCF's BI applications. In addition, this position is responsible for identifying information gaps and alternative methods of socializing the information, helping ensure business partners achieve the maximum return on their investment. These efforts will support the Department's ability to use analytics to make data-driven decisions.

The position will apply a multi-discipline approach to business analysis and act as a lead consultant, planner, and problem solver in order to meet agency and Bureau's strategic goals.

## **15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION**

### **TIME % GOALS AND WORKER ACTIVITIES**

#### **45% A. Lead information requirement gathering and development on multiple projects.**

- A1. Lead business/information requirement gathering sessions. Assist with identifying project stakeholders and develop understanding of related program area in preparation of these sessions.
- A2. Consult with executives, program management, and other stakeholders to define the program, policy, or research needs and corresponding analyses, so that efforts result in relevant information for data-driven decision making.
- A3. Document business needs for reporting, dashboards, metrics, and analytics. Develop detailed and concise program specifications.
- A4. Analyze business requirements for the development of business intelligence data warehouses and applications.
- A5. Champion the business needs throughout the IT system development lifecycle, including validation of the data warehouse design
- A6. Analyze alternative methods of meeting client information requirements to determine the most feasible and cost beneficial method of meeting the requirements.

- A7. Assist in reviewing and documenting data quality. Ensure metadata is captured throughout the development lifecycle.
- A8. Identify data gaps across the DCF BI applications and develop recommendations for collecting data that fills these gaps.
- A9. Incorporate information security policies, principles and practices in application requirements. Assist customers in translating their security rules and considerations into requirements.
- A10. Follow software development lifecycle methodologies and practices. Study, develop, recommend, and support application development tools, standards, policies, procedures, and methodologies.

**35% B. Contribute to the Enterprise Lifecycle of Business Intelligence and Analytics Practice.**

- B1. Provide consultation to department staff or other stakeholders about the business information available through DCF's BI applications.
- B2. Assist with short-term, ad hoc data, information, and analysis requests. These ad-hoc requests may identify areas future BI application development.
- B3. Establish methods for promoting the use and socialization of data with the purpose of connecting data with policy and program decision.
- B4. Work with program staff in identifying methods to incorporate data into practice, promoting data-driven decisions and maximizing the department's return on investment.
- B5. Establish working relationships with other state, county, and agency partners to identify and negotiate data sharing opportunities, and to coordinate implementation requirements. Work with these partners to review current business processes and reconfigure those processes as mandated by new technology, techniques, and/or agency standards.
- B6. Assist with training on BI's applications and processes for business area experts and program area liaisons, helping the business side understand business intelligence applications and set priorities.
- B7. Gather agency wide requirements for analytics and data needs across the enterprise. Provide direction, guidance and consultant on analytic needs and emerging technologies.
- B8. Analyze technical strengths and weaknesses of applications that are in use and those under consideration for purchase. Provide requirements for the selection of useful development tools.
- B9. Interface with manager and management teams presenting information about new or changed applications, potential new business opportunities in technical advances, and impacts on business rules.

**15% C. Establish and monitor standardized Business Analyst methodology and artifacts**

- C1. Serve as the principal authority, refine and develop a business analysis methodology for DCF agency BI efforts, including artifacts, guidelines, and standards.
- C2. Provide direction and training to other staff in the use of business analysis tools, techniques, standards, metrics, methodologies and best practices.
- C3. Ensure compliance across teams and projects with agency development policies, procedures, and standards as well as enterprise wide standards which may impact the project.

- C4. Lead teams of application professionals, determine resource and skill need, and assign tasks.
- C5. Carry out other duties as requested.

**5% D. Personal Development.**

- D1. Read and discuss pertinent materials to maintain awareness of the BITS operating procedures and environments.
- D2. Participate in Agency/State task groups and professional organizations to maintain currency in the field, contribute to organizational initiatives and network with other IT professionals.
- D3. Read books and periodicals to improve knowledge of business intelligence and analytics.
- D4. Attend conferences, seminars and workshops to increase knowledge in business intelligence and analytics trends and issues, system development methodologies, productivity issues and other applicable skills such as negotiation, communication, conflict resolution, planning, project management methodologies, leadership and supervision.
- D5. Review external publications to increase understanding of universal issues and needs, especially those pertaining to direct users.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Direct experience working with programs and policies related to serving children and families
- Extensive knowledge of human services programs and data
- Extensive experience with leading large scale requirements and performance metric definition
- Expert experience with gathering requirements for data visualizations, dashboards, and reports
- Experience with identifying methods of socializing and promoting the use of data with the purpose of connecting data to policy and program decisions
- Ability to understand business requirements and translate business needs and requirements into technical solutions
- Expert knowledge of process analysis, improvement and documentation skills
- Ability to lead the business analyst team and workgroups that may include agency staff and other stakeholders
- Ability to oversee department-wide business analysis efforts
- Ability to present ideas for discussion and provide recommendations on DCF BI solutions, architecture, and design which
- Extensive project leadership and management skills
- Direct work experience with data warehouse, decision support, and business intelligence
- Expert knowledge in data quality issues, including validation and reliability
- Knowledge of SQL query concepts
- Expert collaboration skills as demonstrated by experience with establishing the maintaining inter-project or inter-agency partnerships
- Advanced ability to work on a team, create favorable experiences, and share information and expertise
- Ability to think outside-the-box and drive innovation
- Organizational change management skills
- Excellent organizational and time management skills
- Excellent oral and written communication skills
- Excellent group presentation skills
- Expert skill in creating positive outcomes and win-win situations
- Strong analytical and problem solving skills